

# Appendix B: Observation Protocol

## Observation Protocol

### Equipment

Computer with Webcam

Zoom or other video software with recording/ screen capture

Pencil/Paper for notes

Observation Protocol

Informed Consent Obtained Prior to Observation

### Step 1: INTRODUCTION (5min)

#### Introduce yourself and the project:

My name is [YOUR NAME]. Thank you for your time today. I'm on a team of graduate students researching symptom monitoring practices.

#### Explain the purpose of the project:

My team wants to determine what knowledge and tools can improve symptom monitoring for patients. Symptom monitoring improves health outcomes for both chronic diseases, like asthma or diabetes, and acute ones, like a heart attack or the flu. The information you share today will be used for my class. I will be recording this session for note-taking purposes. Your name, voice, and image will not be shared or kept. You can choose a pseudonym you prefer or I can assign you one.

#### Explain what will happen:

Today, we will start with a brief interview, then I will give you 3 scenarios. For each scenario, please tell me any equipment or tools you would use and actions you would take. You are the expert on how you would respond to each scenario and symptom, so there are no wrong answers. You do not need to share information about your current health, medications, or conditions. I am asking for how you would respond to the scenario and how the health care experiences makes you feel. After the scenarios, we will do a quick wrap-up where I will ask follow up questions. This session will take about 60 minutes.

#### Informed consent:

Your participation today is voluntary. You can ask to stop the session entirely or skip a question at any time. Your actions and responses are confidential. Any of these actions or responses can be removed at your request. I shared a consent form with you prior to this meeting. Do you understand and can you reaffirm with verbal consent? If you are uncertain, please read over the informed consent form and ask me any questions.

## **Step 2: WARM-UP**

Before we start the scenarios, I would love to hear about your emotions and perceptions of the general healthcare experience.

1. What do you look for in a healthcare provider?
  - a. How do you find doctors that are [Mirror Participant Language]?
  - b. What do you do if a doctor is not [Mirror Participant Language]?
2. How does going to a doctor, specialist, clinic, ER, or hospital make you feel?
  - a. What about the doctor, support staff, or environment triggers [repeat feeling]?
3. [If response to 2 is neutral] Can you tell me about your most recent negative healthcare experience? Your most recent positive experience?
  - a. [If response to 2 is negative] Can you tell me about your most recent positive healthcare experience?
  - b. [If response to 2 is positive] Can you tell me about your most recent negative healthcare experience?

## **Step 3. OBSERVATION**

Let's move on to the scenarios. This portion will take approximately 20 minutes.

### **Caretaker Scenarios**

1. You are on vacation. The first few days your significant other got a bad sunburn, and now it's starting to peel. You notice a new, oddly shaped mole on their back. You do not want to cut your vacation short, but you do want to know when/if you should get it biopsied.
  - a. What symptoms and related health information do you look for?
  - b. How do you monitor your health?
  - c. What do you share and how do you share this information with your doctor?

2. Your family just finished a big dinner and your child starts having stomach pain around their belly button. The pain gets worse and they suddenly vomit. They still feel ill and start to feel warm.
  - a. What symptoms and related health information do you look for?
  - b. How do you monitor your health?
  - c. What do you share and how do you share this information with your doctor?

### **Self-Monitor Scenarios**

1. You are on vacation. The first few days you got a bad sunburn, and now it's starting to peel. You notice a new, oddly shaped mole. You do not want to cut your vacation short, but you do want to know when/if you should get it biopsied.
  - a. What symptoms and related health information do you look for?
  - b. How do you monitor your health?
  - c. What do you share and how do you share this information with your doctor?
2. You just finished a big dinner and you start having stomach pain around your belly button. The pain gets worse and you suddenly vomit. You still feel ill and start to feel warm.
  - a. What symptoms and related health information do you look for?
  - b. How do you monitor your health?
  - c. What do you share and how do you share this information with your doctor?

### **Step 4. WRAP-UP**

#### **Direct response to scenarios**

[Use these questions to elicit further detail]

1. I noticed for [Mention Scenario] you went directly to an emergency service, why?
2. I noticed you used [tool], could you walk me through how you would use [tool]?
3. How did you first learn how to use [tool]?
4. How did you learn [Health Assessment Protocol i.e. Concussion Protocol]?

Demographic and Telehealth questions

1. Do you use mobile or web based tools to communicate symptoms with your healthcare providers?
  - a. Can you easily access and use the mobile or web tools?
  - b. Do these tools help you understand your healthcare providers diagnoses, treatments, or suggestions?
2. Do you use any health information sites or apps?
  - a. Can you easily access and use the mobile or web tools?
  - b. Does this information help you understand your own health?
3. Do you wear a device, like an apple watch, with health monitoring tools?
  - a. Do you use the health features
4. Do you use a medical device suggested by a doctor?
  - a. Can you easily access, store, and share the data the device monitors?
5. How old are you?
  - a. Would you be more comfortable giving an age range?
6. Is there anything that you wish to share that I did not ask?
7. How did the scenarios and questions asked today make you feel?
  - a. What would have made you more comfortable?
8. Do you have any questions for me at this time?

Our session is over, Thank you for your time today. May I reach out to you again in relation to this study?